

MAZE CONSULTING: SHORT COURSE IN HOSPITALITY AND OPERA

Duration:

2 afternoons per week for 3 months

Scope:

Understanding Hospitality service and the functions of a working hotel

Introduction:

The main function of businesses in the hospitality industry is to SERVE PEOPLE whether it's food, lodging or a combination of these and other services. The importance of employee training and development in hospitality can't be overstated, because every job ultimately aims for guest satisfaction. Workers in every facet of hospitality, from dishwashers to managers and owners, affect the guest experience. Without proper training, employee-guest encounters can go off track, affecting your bottom line. It is with the above as an overall theme that we have structured a short course in Hospitality.

Key focus areas:

Front Office

Sometimes the only direct contact a guest has with a hotel, this department is made up of Reception, Switchboard, Porters and Duty Managers who are responsible for guest check-in, accounting, checkout etc.

Some key topics that is covered:

- Guest check-in
- Guest checkout
- Managing cash
- Creating guest rapport
- Managing challenging guests

Reservations

This department manages the administration of bookings for guests wishing to stay at the hotel. A vital part of Reservations is a sales function as well as processing bookings on the hotel's property management system.

Some key topics that is covered:

- Types of reservations
- Confirmation policies
- Sales techniques
- Efficient correspondence with guests

Banqueting

Banqueting teams manage all conference and function bookings at a property, from setup, food & beverage service to breakdown.

Some key topics that is covered:

- Group preparation & setup
- Types of setup
- Types of functions
- Serviette folds

Restaurant

Waiters serve guests food & beverage in the restaurant and form part of the Restaurant team.

Some key topics that is covered:

- Preparing for arrival of guests
- Table settings
- Wine service
- Food service

Housekeeping

The Housekeeping department keeps the hotel clean and comfortable so as to create a home away from home for guests. Good housekeeping is considered the backbone of a hotel as its main aim is to provide a clean comfortable, safe and aesthetically appealing environment.

Some key topics that is covered:

- Making a bed
- Carpet care
- Vacuum use
- Safe lifting

Maintenance

Maintenance is responsible for the management of services and processes that support the core business. They protect the integrity of the building through maintenance of building structures, fixtures and fittings.

Some key topics that is covered:

- Routine activities
- Preventative maintenance
- Scheduled annual maintenance

Security

It is the moral and legal responsibility of a hotel to protect its guests and the property against threats posed by human beings with a conscious intent to harm them. The Security department of the hotel is responsible for the overall security of the building, in- house guests, visitors, day users and employees of the hotel.

Some key topics that is covered:

- Importance of Security
- Role of Security
- Role of Security staff in guest welcome

Hotel Property Management System: Opera

Equally important to the employees of a hotel is the property management system is runs on. This is the backbone of the business and interfaces with the accounting system. Our training covers Opera v4 training – this is the system used by most hotels in South Africa.

Some key topics that is covered:

- Guest profiles
- Reservations / Group bookings
- Housekeeping tasks
- Front Desk functions
- Cashiering
- Night Audit